

ANTAEUS

Theatre Company

TITLE: Patron Experience Associate

STATUS: Part-Time, Non-Exempt

DEPARTMENT: Operations

REPORTS TO: Operations Manager

POSITION AVAILABLE: Ongoing

BACKGROUND

Antaeus Theatre Company is an actor-driven theater company that explores and produces timely and timeless works, grounded in our passion for the Classics. We illuminate diverse human experiences through performance, training and outreach. We believe in the transformative power of live theater.

Antaeus is located at the Kiki & David Gindler Performing Arts Center in Downtown Glendale, CA. The center includes an 80-seat theater, a reconfigurable 36-seat black box space, and a theater library.

THE POSITION

Antaeus Theatre Company seeks candidates for part-time, seasonal Patron Experience Associates. This position is responsible for processing ticketing requests and providing a high level of customer service to all patrons and guests. This position will assist with Front of House operations during the running of shows and other shifts as necessary. Scheduling varies and is flexible based on availability.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Key duties of the Patron Experience Associate include but are not limited to:

- Sell and process all ticket sales in AudienceView, including single tickets, subscriptions, and exchanges.
- Support the Antaeus team in efforts including inbound and outbound phone calls, will call operations and email correspondence.
- Maintain the highest level of customer service by corresponding with patrons in a timely manner and troubleshooting ticketing issues.
- Works with the Stage Management team to maintain open communication throughout the show to ensure a high level of patron satisfaction, including starting and ending the shows on time, intermissions being prompt, patrons

feeling safe inside the theater and lobby at all times, and that all patron accessibility and seating needs are addressed.

- Adhere to proper data management standards in AudienceView to ensure database and institutional information is accurate and up-to-date.
- Calculate and return change for cash transactions; Accountability and accuracy in reconciling ticket and concession sales.
- Foster a work environment that embodies Antaeus's commitment to being a supportive and anti-racist workplace.
- Overseeing the Lobby and Theater areas prior to and during performances.
- Handling transactions for Concessions through POS system.
- Assisting with any additional Front of House needs.
- Filing front of house reports at the close of each performance.
- Maintain the look and cleanliness of the Lobby, Theater and Restrooms, including concessions and accessibility materials (I.e. listening devices and headsets).
- Other duties as assigned.

EXPERIENCE & QUALIFICATIONS

- Prior customer service experience; front of house and box office experience is a plus, but not required.
- Preference will be given to applicants familiar with ticketing software (preferably AudienceView) or CRM database.
- Participate in emergency response training provided by Antaeus prior to start of employment.
- Adult CPR/First Aid/AED Certification Required (paid for by employer if needed).
- Strong computer skills and knowledge of Google Suite. Must be comfortable working at a computer for extended periods of time.
- Strong organizational skills, attention to detail and ability to multitask in fast paced environments.
- Commitment to diversity, equity, inclusion and enthusiasm to work with teams with diverse identities.
- Excellent interpersonal, written and verbal communication skills
- Proven ability to work well under pressure
- Must be available nights and weekends

COMPENSATION

This position is a part-time, hourly non-exempt position with an hourly rate of \$16.00-18.00/hour, depending on experience. Two complimentary tickets to all Antaeus Theatre Company productions, and parking is provided.

HOW TO APPLY

Please send your resume to kristin@antaeus.org with the subject “Patron Experience Associate”. Applications will be reviewed on a rolling basis until the positions are filled.

All employees at Antaeus Theatre Company undertake other duties as needed and all positions require flexible work hours, including evening and weekends. One of Antaeus’s [guiding values](#) is Inclusivity: We are committed to creating a welcoming environment and deeper inclusion within our company. Antaeus strives for diversity through Company membership, Board membership, staff, inclusive casting, choice of artistic material, and through our community engagement. We are a space where all voices are heard. To support our hiring goal of identifying a highly qualified and diverse pool of candidates, we strongly encourage applicants from communities that are underrepresented in the American Theatre to apply.

For more information about Antaeus’s mission, programs, and activities, please visit our website at www.antaeus.org.